

Welcome to Center Stage School of the Arts



We're thrilled your family's taking the stage with us!

A-Z Policy Handbook

This Center Stage School of the Arts handbook is designed to help our dancers, and their families keep their dance lives organized. It is our hope that this handbook will provide a complete, comprehensive and easy-to-read outline of how the school operates.

This is posted online at www.center-stage.ca in the Members section, so that families can refer to it whenever they need to, from wherever they are!
Login & password: georgetown

If this handbook does not answer all of your queries,
please do not hesitate to contact us:
Call **905-873-2424** or e-mail contact@center-stage.ca

**We take pride in all of our programs
and we wish to provide the best experience for your family**

A

ACCOUNTS - You can access your account online anytime!

1. Visit the [Parent Portal](#) to sign in.
2. For username, use your primary email address (that you provide at registration). Frequently this is the mother's email. If it is your first time, you can enter your own password. If it is not your first time but you don't remember your password, click on "forgot your password". It will reset and send you an email with the new password. This automatic email is sent by no-reply@dancestudio-pro.com. Please add this email address to your contact list to make sure you will receive all our messages, and they don't go to your junk or spam folder. If you need any assistance, please email alex@center-stage.ca
3. Remember you have access to:
 - Register for Classes
 - Manage Students (if you need to add a child)
 - Add your child's picture
 - Statements
 - Enroll in AutoPay
 - Update your credit card information
 - Shared Files (**videos and music**)
 - Account Settings (if you need to change your personal information). Please make sure you keep all personal information and contact numbers up to date.

AGE is not necessarily the basis on which a dancer is allocated to a class. It depends on the dancer's technical and physical development as well.

APP for iPhone or Android users is available for your convenience. The FREE app is useful to access your Parent Portal account, do updates, studio news and much more!

APPOINTMENTS - Please contact the office to make appointments as teachers are unable to consult with you during class time or between classes. Please do not speak with teachers during or between classes.

ATTENDANCE must be regular. New steps are introduced every week and dancers will fall behind quickly. This is especially true when choreography begins. Some competitive choreography begins in September, recital choreography begins at the end of January. Poor attendance affects the entire class! Please notify the office if your child will be away.

ALLERGIES - Center Stage is a nut-free facility. Please ensure the office is aware of any health concerns. Please inform staff of any allergies requiring the use of an EpiPen.

B

BEHAVIOUR should always be courteous. Dancers must show respect to other dancers and faculty members, or they may be asked to leave the class and potentially the school if behaviour does not improve.

BULLYING

At Center Stage School of Arts we are committed to creating a safe, welcoming, and respectful environment for all students, parents, and staff. Bullying in any form is unacceptable and will not be tolerated. This policy applies to all children who participate in our programs, as well as to parents, guardians, and staff members who interact within the studio community.

Kids' Anti-Bullying Code

- Be Kind
- Treat others with respect
- Speak Up
- Report bullying to an adult
- Stay Safe
- No hurtful words or actions
- Include Everyone
- No one should feel left out.
- Respect Differences
- Appreciate all abilities, looks, and beliefs
- Solve Problems Peacefully
- Talk calmly or get help
- Be Honest
- Admit mistakes and make amends.
- Help Others
- Support friends in need. Be Respectful Online
- No mean messages or rumor-spreading
- Remember bullying is never your fault; help is always available.

C

CANCELLATION OR CHANGE OF PERSONAL INFO should be communicated to the office ASAP. It is the parents' responsibility to communicate all schedule changes to the office or extra charges may be incurred.

CONFIDENTIALITY - Information pertaining to a dancer or parent acquired by Center Stage School of the Arts will be kept confidential unless disclosure is necessary in case of an emergency or where there is a legal right or duty to disclose.

COMPETITIVE TEAMS - There are two competitive streams: Part-Time (PT) and Full-Time (FT). Dancers are invited by the teachers and Artistic Directors. The competitive teams will attend 4 competitions during the spring and are expected to perform in community shows. Attendance is mandatory for all performances including recitals and rehearsals.

COSTUMES - There are no refunds on costume payments after December 1st. The office must be notified in writing or costume fees will be charged in full. Competitive costumes will range in price but will not exceed \$357 + HST each. Recital costumes will range in price but will not exceed \$123.75 + HST for EACH class your child is in. **Please Note:** costume prices do NOT include tights or shoes. For competitive dancers - accessories i.e. earrings, choker & rhinestone hair elastic (if applicable) are NOT included in the price of costumes.

CHANGE ROOMS will be available for advanced dancers ages 13&up who need to change their uniforms from one class to another one. Dancers will take all their belongings into the dance rooms.

D

DISCIPLINARY ACTION - Should a dancer not be considered suitable for classes due to disciplinary problems; Center Stage School of the Arts will ask the dancer to withdraw from the class at that time. Should the dancer be asked to leave more than three (3) classes because of disciplinary problems, the dancer may be expelled from the school. The discipline of the classes and the consideration and determination of any expulsion shall be at the sole discretion of the Artistic Directors.

DROP OFF - Parents are asked to drop off/pick up dancers at the door. This helps alleviate congestion in the lobby and give dancers a sense of responsibility. Video of this procedure available on Instagram (pinned video). [instagram.com/cssageorgetown/](https://www.instagram.com/cssageorgetown/)

E

EMAILS - By enrolling in our programs, you agree to receive emails from Center Stage School of the Arts unless you inform us otherwise in writing.

EXPECTATIONS - Our programs will nurture young talent and encourage a love of the performing arts. All programs are fun, challenging and progressive in a professional setting. Dancers are placed in the classes that we feel they will benefit from the most.

EXAMS

1. Ballet Exams: Ballet Exams are for those enrolled in the Full Time competitive program.

There are many benefits to studying ballet, including physical conditioning, developing musicality, rhythm, and most important of all, the discipline and concentration it demands. With regards to examinations, dancers are entered at the teacher's discretion. Only dancers who have achieved the technical standard are offered the opportunity to take part in exams. There will be additional costs to cover extra classes and exam fees through the Royal Academy of Dance.

2. BATD Teacher Exam: This is offered to those enrolled in the Full Time and Part Time program. Eligible age: 16. The BATD Stage Teaching Certificate (Stage refers to Tap and Jazz) is membership in one of the oldest and most recognized dance teachers' associations in the world. The British Association of Teachers of Dancing is committed to raising the standard in dance education and equipping their members with tools and ongoing educational opportunities that will strengthen their teaching skills.

F

FEES - A non-refundable registration fee is required upon enrollment. The fee is allocated per dancer. Tuition is charged monthly. Payments will be processed on the first of each month or the first business day after.

FOOD - Chewing gum and all products containing nuts are banned from the premises.

G

GROOMING - Proper grooming of hair and attire is expected in all classes. Should dancers not meet the dress code, they will not be permitted to participate in class for safety purposes. (See our website for uniform requirements at <http://www.center-stage.ca/programs>)

GUESTS are not permitted in the studio.

H

HAIR must be tied back away from the face and neck. In all ballet classes, a bun must be worn with a bun-bag or hair pins, hair net and no bangs.

HOLIDAYS - Refer to the Important Dates sheet sent by email. [Important Dates](#)

HOLD & SECURE - From time to time police activity and/or incidents around the studio may result in a school being put into “Hold & Secure”. This is a response to a threat and/or incident in the general vicinity of the studio, but not on the studio property. Classes will continue as normal inside the studio; however, as a precautionary measure, outer doors are locked and no one enters or leaves the building. Parents will be notified asap in the event of this taking place.

I

INHALERS for dancers’ use must be indicated to the staff of Center Stage School of the Arts so that teachers may be informed.

INSTAGRAM - Please follow @cssageorgetown for updates and fun content!

J

JEWELRY must be removed before class for safety reasons. The only permitted exceptions are medical alert bracelets and small stud earrings.

K

KEEP YOURSELF INFORMED - Our [website](#) is a wonderful source of information that is updated frequently. Please refer to it OFTEN, as it is the responsibility of each parent to keep themselves informed.

L

LABELS are very important. Your dancer’s name should be on all of their belongings, especially their shoes, boots and water bottles.

LATE FEES - NEW - Late fee of 5% will be charged for overdue account balances.

LOST AND FOUND items must be picked up by the end of each month as the studio will be donating the items left behind. Center Stage School of the Arts will not be held responsible for any lost or stolen items so please leave valuables at home. Furthermore, it is not the responsibility of staff members to retrieve lost items. Please come in person to check for your child’s lost items.

M

MEDIA FEE - Your accounts will be charged in the spring. The fee covers all practice music needed for competitions, ballet exams, and recitals. It also gives you access to stream ALL recital videos! Fee: \$48.50 + HST.

MEDICAL EMERGENCIES which we hope will not arise require that we use our best judgment on procedures. Center Stage School of the Arts has the authority in the event of an injury and inability to reach parents/guardians, to seek emergency medical assistance for the dancer. All Staff members are first aid and CPR certified.

MONEY is not required by dancers within the building and should not be left with them as the studio cannot be held responsible for lost or stolen items.

N

NEWSLETTERS are a great tool to stay informed about what is happening at the studio. They are sent monthly through email and they are also available at your Parent Portal.

O

OFFICE HOURS

Monday, Tuesday, Wednesday, Friday: 4:30 - 8:30 PM

Thursday: 4:00 - 9:00 PM

Saturday: 9:30 AM - 2:30 PM

All payments are processed online only.

P

PARKING is available on the street or in the Green P parking lot across the street. **Parking or entering the lot behind the building is prohibited as it is for tenants ONLY.** Please do not enter the back lot as you may be charged with trespassing, or you will be ticketed or towed! None of these parking spots belong to Center Stage.

PAYMENT OPTIONS AutoPay - As payments come due, we automatically charge your credit card saved in your account in the Parent Portal.

A 5% late fee will be added to any transaction not paid by the due date.

PAYMENT SCHEDULE - Tuition payments and Recital Costume deposits will be processed on the 1st of each Month from September to May. Additional charges processing dates:

Comp Choreography Fees	Nov.15th
Comp Performance Fees	Dec.15th
Ballet Exam Fees (if applicable)	Jan.15th
Comp Costumes Fees	Mar.30th
Picture & Media Fees	Apr.15 th

PICTURES for all groups are taken in June. Each purchase includes an individual shot and a group picture. Year-end pictures are optional; however, we encourage all dancers to attend so that all group members are present for group shots. Fee TBA. No refunds will be given once payment has been processed.

PUBLICITY is part of Center Stage School of the Arts. By attending our school, it is understood that parents have given permission for use of the image or video footage for publicity purposes related to the studio unless otherwise stated by a parent/guardian in written form.

PUNCTUALITY is vital. Classes will begin and end at their scheduled times. If dancers are late, they are still welcome into the class but must enter quietly so as not to disrupt the class.

Q

QUESTIONS of any kind are welcome. Our Office Managers are more than happy to answer any questions you may have. Please note that if you need to speak to a teacher or the Artistic Directors, an appointment is required either during the day or after classes, so we are able to give you our undivided attention and not take time from classes in progress. contact@center-stage.ca

R

RECEIPTS - Anytime a payment is processed, an email receipt is sent automatically. Each family is responsible for printing their own hard copy for their records. Access your account online at any time to view your transactions & statements.

REFUNDS - Those dancers who withdraw prior to commencement of classes are entitled to a full refund, less the non-refundable registration fee. **Please note that parents must inform us BEFORE the first of the month if the dancer is not returning as once the charge has been processed, there will be no refund for that month. No refunds will be given after January 15th. All amounts owing shall continue to become due and payable as you have taken up a spot that could have been filled by another dancer and our registration is closed at that point. SUMMER CAMP Cancellation, Withdrawal and Refunds are NONE unless it is solicited before June 1st.

REHEARSALS at Center Stage School of the Arts are mandatory. They are extremely important to the outcome of the performances and shows. Dancers must attend all rehearsals in order to participate in the year end show or competitive season. (See Important Dates page).

RECITALS - ALL recital shows are held at the River Run Centre in Guelph. Parents or guardians of dancers enrolled in all levels will need to purchase tickets from the theatre box office to attend their child's year-end recital. Recital Handbook with details will be emailed in the Spring.

S

SAFETY - The health and safety of our dancers and staff is our number one priority. We have implemented the following protocols and guidelines for a safe and responsible return to dance. Our office Manager is in the office each night during classes to answer the phone, monitor traffic flow and increase cleaning of high touch areas. A phone is available in the student room for those needing to call home for any reason.

SMOKING & VAPING are not permitted anywhere inside the school or on studio property by dancers, staff, or parents.

SNOW will not necessarily close the studio. Center Stage will make the call by 3:00pm and post on social media and email any closures.

STUDIOS are for dancers only. Dancers are not to enter the classrooms unless a teacher is present for regular weekly classes. Parents, please do not enter the classroom. If you need to speak to a teacher, please call us to book an appointment.

SUMMER CAMPS/INTENSIVES are offered every year, and information will be available in February. Summer Intensives are mandatory for competitive dancers (those who do not attend will not be eligible for extras that season).

SUPPLY TEACHERS - From time to time your dancer may have a supply teacher. This is a wonderful opportunity for dancers to gain new insight and learn from another experienced and talented teacher.

T

TEACHERS - Our qualified and experienced instructors have been carefully selected to meet the needs of our dancers at every level. Their knowledge and enthusiasm ensure a fulfilling experience for everyone. Their exceptional energy and creativity set them apart from others in their field. Should you need to meet or speak with the teacher, it must be done through the office. Parents and dancers are not to contact teachers directly.

U

UNIFORMS - All dancers must be in full uniform by **October 31st**. Uniforms must be respected at all levels of dance. Appearance and grooming are very important, and older dancers must remember that they are an example to younger dancers. Uniform details can be found on our website in the [Programs](#) section. Click on your dancer's age and uniform requirements will be listed on the right side of the page.

Parents can book appointments for Uniform Fittings through the Parent Portal during August & September.

V

VIDEO RECORDING by visitors will only be permitted during Parents Week. No video recording is allowed at rehearsals or at the year-end show due to artistic copyright. A professional videographer will be taping the recital shows. All Center Stage families will have streaming & downloading access to the recital videos through the Parent Portal & App.

W

WASHROOMS are available to all dancers before and after scheduled class times. All dancers must aim to use the washroom before or after class.

IMPORTANT CONTACT INFORMATION

Phone: 905-873-2424

36 Main Street South, Georgetown, ON L7G 3G4

e-mail: contact@center-stage.ca

website: www.center-stage.ca

Artistic Directors

Claudia Lopez - claudia@center-stage.ca

Kelly Paddle - kelly@center-stage.ca

Karen - **Office Manager**

karen@center-stage.ca

Alex - **Account Manager & System/APP Support**

alex@center-stage.ca

NEW!!! Miss Jessica - **Competitive Coordinator: comp@center-stage.ca**

NEW!!! Miss Ashleigh - **Recreational Coordinator: rec@center-stage.ca**